Performance Measurements
Report Requirements

Maintenance — Measure 21

Title: Average Time to Restore

Area	*Requirement Description*
Description:	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
Method of Calculation:	(Total duration of customer network trouble reports) / (Total customer network trouble reports)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	• By service group type (including PNP) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide
Measurable Standard: **Parity for Resale is Retail for Nevada Bell, GTE and Sprint** **Parity for UNE measured for the following UNEs:** 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544Mbps capable/HDSL) UNE Port–Basic Analog/Coin UNE Port–CENTREX UNE Port–ISDN (BRI) UNE Port–DS1/ISDN-PRI (incl. DS1 line port) UNE Port–PBX DID UNE Dedicated Transport (incl.DS1 and DS3) UNE Platform (NB only **Interconnection Trunks** **PNP (Port-Out)**	**Sprint Retail** B1 Dispatch Non-Designed Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services POTS – Business (fielded) CENTREX CENTREX ISDN(PRI) PBX HICAP Designed N/A ILEC Dedicated Trunks **Issue to be resolved** **Nevada Bell Retail** POTS - Business (fielded) POTS - Business (Assured) ISDN(BRI) xDSL ISDN(PRI)/DS1 POTS - Business (fielded) CENTREX CENTREX DS1/ISDN(PRI) PBX DID HICAP Analogous Retail Service ILEC Dedicated Trunks **Issue to be resolved** **GTE Retail** B1 Dispatch Non-Designed Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services CentraNet-Simple CentraNet -Complex CentraNet -Complex CentraNet -Complex CentraNet -Complex HICAP Designed N/A ILEC Dedicated Trunks **Issue to be resolved**
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports

Notes:	• Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.

Performance Measurements
Report Requirements

Maintenance **Measure 22**

Title: POTS Out of Service Less Than 24 Hours

Area	***Requirement Description***
Description:	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.
Method of Calculation:	(Total number of out of service network troubles cleared in less than 24 hours / Total number of out of service network troubles reported) x 100 *Note: For non-design services only*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By POTS Residence and Business (Resale and UNE)
Geographic Level:	Statewide
Measurable Standard: **Parity for Resale (POTS) for Nevada Bell, GTE and Sprint** **Parity for UNEs (Basic** 2/4w (8db) analog loop UNE Port – Basic Analog UNE Platform – POTS	**Nevada Bell and Sprint Retail** / **GTE Retail** POTS - Business (fielded) / B1 Dispatch Non-Designed POTS - Business (fielded) / CentraNet - Simple Analogous Retail Service / N/A
Business Rules:	• Residential and Business POTS only • Excludes no access • Interval for tickets received Saturday and Sunday begins no later than Monday morning • Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports

Notes:	• Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data.

Performance Measurements
Report Requirements

Maintenance **Measure 23**

Title: Frequency of Repeat Troubles in 30 Day Period

Area	***Requirement Description***
Description:	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.
Method of Calculation:	(Total customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	By service group type (including PNP) & NXX Code Opening Troubles
Geographic Level	Statewide

Measurable Standard:

Parity for Resale is Retail for Nevada Bell, GTE and Sprint

Parity for UNE measured for the following UNEs:

	Sprint Retail	**Nevada Bell Retail**	**GTE Retail**
2/4w (8db) analog loop (incl. Coin/analog PBX)	B1 Dispatch Non-Designed	POTS - Business (fielded)	B1 Dispatch Non-Designed
2/4w (5.5 db) assured analog loop	Dispatch Designed Services	POTS - Business (Assured)	Dispatch Designed Services
2w digital loop(ISDN capable)	Dispatch Designed Services	ISDN(BRI)	Dispatch Designed Services
2w digital loop(xDSL capable)	Dispatch Designed Services	xDSL	Dispatch Designed Services
4w digital loop (1.544Mbps capable/HDSL)	Dispatch Designed Services	ISDN(PRI)/DS1	Dispatch Designed Services
UNE Port–Basic Analog/Coin	POTS – Business (fielded)	POTS - Business (fielded)	CentraNet-Simple
UNE Port–CENTREX	CENTREX	CENTREX	CentraNet -Complex
UNE Port–ISDN (BRI)	CENTREX	CENTREX	CentraNet -Complex
UNE Port–DS1/ISDN-PRI (incl. DS1 line port)	ISDN(PRI)	DS1/ISDN(PRI)	CentraNet -Complex
UNE Port–PBX DID	PBX	PBX DID	CentraNet -Complex
UNE Dedicated Transport (incl.DS1 and DS3)	HICAP Designed	HICAP	HICAP Designed
UNE Platform (NB only	N/A	Analogous Retail Service	N/A
Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
PNP (Port-Out)	**Issue to be resolved**	**Issue to be resolved**	**Issue to be resolved**

Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wiring • Excludes Subsequent reports • Excludes Message Reports • Excludes ILEC employee generated reports

Notes:	• Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions... • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.

Performance Measurements
Report Requirements

Network Performance **Measure 24**

Title: Percent Blocking on Common Trunks

Area	***Requirement Description***
Description:	Measures the percent of common and shared transport trunk groups exceeding 2% blockage. *Note: Includes histogram distribution chart*
Method of Calculation:	(Number of common and shared transport trunk groups exceeding 2% blockage / Total number of common and shared transport trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	Reported by common/shared transport trunk group .
Report By:	By Central Office and Trunk type where individual trunk types can be distinguished
Geographic Level:	Statewide
Measurable Standard:	**(Issue still to be resolved)**
Business Rules:	
Notes:	Measured by: • Trunk type (e.g., EAS, Toll, InterLATA, 911, etc.) • Total trunk groups • Percent Blocking • Location "A" • Report month • Threshold exceptions

Performance Measurements
Report Requirements

Network Performance **Measure 25**

Title: Percent Blocking on Interconnection Trunks

Area	***Requirement Description***
Description:	Measures the percent of final dedicated interconnection trunk groups exceeding 2% blockage. *Notes: 1)Includes histogram distribution chart.* *2)Applies to those trunks where the ILEC has augmentation control.* *3) Does not apply when trunks are provisioned as two-way trunks.*
Method of Calculation:	(Number of final dedicated interconnection trunk groups exceeding 2% blockage / Total number of final dedicated interconnection trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Report By:	By Central Office and Trunk type where individual trunk types can be distinguished
Geographic Level:	Statewide
Measurable Standard:	**Parity for Nevada Bell, GTE and Sprint – comparison made to ILEC final trunk groups**
Business Rules:	• Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity. • Threshold exception trunk detail • Report month

Notes:	Measured by: • Trunk type (e.g., EAS, Toll, InterLATA, 911, etc.) • Total trunk groups • ILEC trunk groups • CLEC trunk groups • Threshold exceptions • ILEC end office to CLEC end office • ILEC tandem to CLEC end office • Availability of ILEC affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Network Performance **Measure 26**

Title: NXX Loaded by LERG Effective Date

Area	***Requirement Description***
Description:	Measures the number of NXXs loaded and tested by the LERG effective date.
Method of Calculation:	((Number of NXXs loaded and tested by LERG effective date) / (Number of NXXs scheduled to be loaded and tested by LERG effective date)) x 100
Report Period:	Quarterly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	Reported for all NXX codes scheduled to be loaded in reporting period
Geographic Level:	Statewide
Measurable Standard:	**Parity for Nevada Bell, GTE and Sprint**– comparison made to results for loading ILEC NXX codes by the LERG effective date.
Business Rules:	• Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days).
Notes:	• NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing. • TRUCALL billing validation testing is not used unless maintenance trouble is reported (Nevada Bell only) • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Network Performance **Measure 27**

Title: **Network Outage Notification**

Area	*Requirement Description*
Description:	Measures the time period for notification of a network outage. To be measured for the following: • Switching • Transport • Network Fire Related Incident • Network Blockage • 911 • SS7
Method of Calculation:	Sum (Date & Time of Outage Notification) - (Date & Time of ILEC Outage Awareness)/Number of Outages
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate , ILEC(if analog applies), and ILEC affiliates
Report By:	Switching transport, network fire related incident, network blockage, 911, SS7
Geographic Level:	Statewide
Measurable Standard:	**Parity for Nevada Bell, GTE and Sprint**
Business Rules:	• Exception reporting only by central office. • Network incident notification date and time will be associated with the initial notification of an outage.
Notes:	• CLECs will be notified of all qualifying outages • If ILECs develop a notification process which is parity by design, once all parties agree that complete parity is being provided, the ILECs may petition to have this measure deleted. • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Billing **Measure 28**

Title: Usage Timeliness

Area	***Requirement Description***
Description:	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is available for transmission to the CLEC.
Method of Calculation:	Sum ((Data Set Transmission Availability Date) - (Date of Message Recording)) / (Count of All Messages available for Transmission in Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA, etc.) • Jointly provided switched access (associated with meet point billing)
Geographic Level:	Statewide
Measurable Standard:	**Nevada Bell and Sprint:** Parity for Resale and UNE Benchmark for Jointly provided switched access Standard 95% within 5 days **GTE:** Benchmark for Resale, UNE **(Issue to be resolved)** Jointly provided switched access Standard - 95% within 6 days
Business Rules:	

Notes:	• Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. • This measurement assumes a daily transmission of usage to the CLECs. If the CLECs do not request daily transmissions, the measurement still applies based upon transmission availability date, however the actual timeliness of the usage received by the CLEC will vary depending upon their requirements for frequency of transmissions (e.g. weekly).

Performance Measurements
Report Requirements

Billing **Measure 29**

Title: Accuracy of Usage Feed

Area	***Requirement Description***
Description:	Measures the completeness of content, accuracy of information and conformance of formatting of the records the ILEC transmits to the CLEC in the reporting period. *Note: This data will be reported by CLECs. If no data received from CLEC, ILEC will not report the measure.*
Method of Calculation:	((Number of Usage Records Delivered in the Reporting Period That Reflected Complete Information Content and Proper Formatting) / (Total Number of Usage Records Transmitted)) x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate
Report By:	
Geographic Level:	Statewide
Measurable Standard:	**Benchmark for Nevada Bell, GTE and Sprint:** ***There is agreement that performance standard for this measure will not be established until a meeting with both ILECs and CLECs is held and criteria for this measure are defined and accepted by all parties.***
Business Rules:	
Notes:	

Performance Measurements
Report Requirements

Billing **Measure 30**

Title: Wholesale Bill Timeliness

Area	***Requirement Description***
Description:	This measure captures the elapsed number of days between the scheduled close of a Bill Cycle and the ILEC's transmission availability of the associated invoice to the CLEC. Disaggregated by: • Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Method of Calculation:	Sum ((Invoice Transmission Availability Date) – (Date of Scheduled Bill Cycle Close*)) / (Count of Invoices Transmitted in Reporting Period) *Bill Cycle Close = Bill Date
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Benchmark for Nevada Bell, GTE and Sprint:** Standard – 99% within 10 days
Business Rules:	• Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Notes:	• Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Billing **Measure 31**

Title: Usage Completeness

Area	***Requirement Description***
Description:	Measures the percentage of usage charges appearing on the correct bill.
Method of Calculation:	(Count of usage charges on the bill that were recorded within last 30 days / total count of usage charges on the bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Nevada Bell, GTE and Sprint:** Parity for Resale and UNE Benchmark for Facilities/Interconnection Standard – 95% Complete
Business Rules:	• Excludes summarized charges
Notes:	• Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Billing — Measure 32

Title: Recurring Charge Completeness

Area	*Requirement Description*
Description:	Measures the percentage of fractional recurring charges appearing on the correct bill.
Method of Calculation:	(Count of fractional recurring charges that are on the correct bill* / total count of fractional recurring charges that are on the bill) x 100 *Correct bill = next available bill *Note: Nevada Bell will provide by count of charges.* *GTE will provide by dollar charges.*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Nevada Bell:** Parity for Resale and UNE POTS Benchmark for Facilities/Interconnection and UNE Specials Standard-90% Complete **Sprint:** Parity for Resale Benchmark for UNE and Facilities/Interconnection Standard - 90% Complete **GTE:** Benchmark for Resale, and UNE **(Issue still to be resolved)** Benchmark for Facilities/Interconnection Standard - 90% Complete
Business Rules:	• The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill.

Notes:	• Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Billing — Measure 33

Title: Non-Recurring Charge Completeness

Area	*Requirement Description*
Description:	Measures the percentage of non-recurring charges appearing on the correct bill.
Method of Calculation:	(Count of non-recurring charges that are on the correct bill / total count of non-recurring charges that are on the bill) x 100 *Correct bill = next available bill *Note: Nevada Bell and Sprint will provide by count of charges.* *GTE will provide by dollar charges.*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Nevada Bell:** Parity for Resale and UNE POTS Benchmark for Facilities/Interconnection and UNE Specials Standard – 90% Complete **Sprint:** Parity for Resale Benchmark for UNE and Facilities/Interconnection Standard - 90% Complete **GTE:** Benchmark for Resale and UNE POTS **(Issue still to be resolved)** Benchmark for Facilities/Interconnection Standard - 90% Complete
Business Rules:	• The effective date of the non-recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill.

Notes:	• Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Billing **Measure 34**

Title: Bill Accuracy

Area	***Requirement Description***
Description:	Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments for the month.
Method of Calculation:	(Total monies billed without corrections/total monies billed) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates

Report By:	• Resale
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges
	• UNE (IntraLATA and InterLATA, etc.)
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges
	• Facilities/Interconnection
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges

Geographic Level:	Statewide
Measurable Standard:	**Nevada Bell:** Parity for Resale and UNE POTS. Benchmark for Facilities/Interconnection and UNE Specials Standard – 95% Accurate **Sprint:** Parity for Resale Benchmark for UNE and Facilities/Interconnection Standard - 95% Accurate **GTE:** Benchmark for Resale and UNE POTS **(Issue still to be resolved)** Benchmark for Facilities/Interconnection **(Benchmark level still to be resolved)**

Business Rules:	
Notes:	• Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Billing **Measure 35**

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Area	*Requirement Description*
Description:	
Method of Calculation:	
Report Period:	
Report Structure:	
Report By:	
Geographic Level:	
Measurable Standard:	
Business Rules:	
Notes:	

Performance Measurements
Report Requirements

Billing **Measure 36**

Title: Accuracy of Mechanized Bill Feed

Area	***Requirement Description***
Description:	Measures the percentage of mechanized bill feeds that are accurately passed to the CLEC in the reporting period. *Note: This data will be reported by CLECs. If no data received from CLEC, ILEC will not report the measure.*
Method of Calculation:	(Total # of files that passed / Total # of files sent in that reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate
Report By:	
Geographic Level:	Statewide
Measurable Standard:	**Benchmark for Nevada Bell, GTE and Sprint:** ***There is agreement that performance standard for this measure will not be established until a meeting with both ILECs and CLECs is held and criteria for this measure are defined and accepted by all parties.***
Business Rules:	
Notes:	

Performance Measurements
Report Requirements

Database Updates — Measure 37

Title: Average Database Update Interval - Nevada Bell and Sprint

Area	*Requirement Description*
Description:	Measures the average time to update databases. • ***DA/Listings Database***
Method of Calculation:	((Completion Date & Time) – (Update Submission Date & Time)) / Count of Updates Completed in Reporting Period
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate , by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Service Order generated updates • Direct gateway input
Geographic Level:	Statewide
Measurable Standard:	**Nevada Bell and Sprint:** Parity for service order generated updates **Nevada Bell:** Benchmark for direct gateway input updates - Standard- 95% in 8 days *Note: Sprint has no direct gateway input capability*
Business Rules:	
Notes:	• CLECs reserve the right to request additional databases be included in this measure. • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Database Updates **Measure 37a**

Title: Average Database Update Interval -GTE

Area	***Requirement Description***
Description:	Measures the average time to update databases. • ***DA/Listings Database*** ***(GTE does not support this measure)***
Method of Calculation:	
Report Period:	
Report Structure:	
Report By:	
Geographic Level:	
Measurable Standard:	
Business Rules:	
Notes:	

Performance Measurements
Report Requirements

Database Updates — Measure 38

Title: Percent Database Accuracy - Nevada Bell and Sprint

Area	*Requirement Description*
Description:	Measures the percentage of database updates completed without error. • ***911 Databases*** • ***DA/Listings Database***
Method of Calculation:	((Count of Updates Completed without error) / (Count of Updates Completed)) x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	For DA/Listings: • Service Order generated updates • Direct gateway input For E911 Database: • Service Order generated updates • Direct gateway input
Geographic Level:	Statewide
Measurable Standard:	**Nevada Bell and Sprint:** Parity for service order generated updates Direct Gateway Input **(Issue still to be resolved)**
Business Rules:	• Excludes CLEC caused errors
Notes:	• CLECs reserve the right to request additional databases be included in this measure. • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Database Updates — Measure 38a

Title: Percent Database Accuracy - GTE

Area	*Requirement Description*
Description:	Measures the percentage of database updates completed without error. • ***911 Databases*** • ***DA/Listings Database*** ***(GTE does not support this measure)***
Method of Calculation:	
Report Period:	
Report Structure:	
Report By:	
Geographic Level:	
Measurable Standard:	
Business Rules:	
Notes:	

Performance Measurements
Report Requirements

Database Updates **Measure 39**

Title: E911/911 MS Database Update Average

Area	*Requirement Description*
Description:	Measures the percentage of E911/911database updates completed within 48 hours.
Method of Calculation:	(Number of records updated within 48 hours / Total number of records updated) x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	**(Issue still to be resolved)**
Geographic Level:	Statewide
Measurable Standard:	**Nevada Bell, GTE and Sprint:** Parity for service order generated updates **Nevada Bell and GTE:** Direct gateway input **(Issue still to be resolved)** **Sprint:** Direct gateway input Standard - 99% in 48 hours
Business Rules:	
Notes:	• Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Collocation — Measure 40

Title: Average Time to Respond to a Collocation Request

Area	*Requirement Description*
Description:	Measures the average time an ILEC takes to respond to a CLEC's collocation request.
Method of Calculation:	Sum((Request Response Date)-(Request submission Date)) / Count of Requests submitted in Reporting Period
Report Period:	Quarterly
Report Structure:	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates

Report By:	• All Collocation
	  • Space Availability
	  • Price and Schedule Quote

Geographic Level:	Statewide
Measurable Standard:	**Benchmark for Nevada Bell, GTE and Sprint:** **Nevada Bell and GTE:** Standard - **(Benchmark level to be resolved)** **Sprint:** Standard - 100% in 10 calendar days for Space Availability Standard - 100% in 30 calendar days for Price and Schedule Quote
Business Rules:	• Excludes orders canceled by CLEC
Notes:	• Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Collocation — Measure 41

Title: Average Time to Provide a Collocation Arrangement

Area	*Requirement Description*
Description:	Measures the average time it takes an ILEC to complete (build) a collocation arrangement.
Method of Calculation:	Sum((Date Collocation Arrangement is Complete)-(Date Application for Collocation Arrangement is approved* by ILEC)) / Total Number of Collocation Arrangements Completed during the Reporting Period *"Approved" means ILEC approves the application and has received, from CLEC, financial payment or bond.
Report Period:	Quarterly
Report Structure:	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates

Report By:	• All Collocation
	  • New
	  • Augment

Geographic Level:	Statewide
Measurable Standard:	**Benchmark for Nevada Bell, GTE and Sprint:** **Nevada Bell and GTE:** Standard **(Issue to be resolved)** **Sprint:** Standard - 100% within 90 calendar days
Business Rules:	• Excludes orders canceled by CLEC
Notes:	• Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Interfaces **Measure 42**

Title: Percentage of Time Interface is Available

Area	*Requirement Description*
Description:	Measures percent of time OSS interface is available compared to scheduled availability.
Method of Calculation:	((Number of Scheduled System Available Hours) - (Number of Unscheduled System Unavailable Hours)) / Scheduled System Available Hours) x 100
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, by ILEC (if analog applies)
Reported By:	By interface type for all interfaces accessed by CLECs (e.g., pre-ordering, ordering, and maintenance)
Geographic Level:	Statewide
Measurable Standard:	**Parity for Nevada Bell and Sprint for systems used by both ILEC and CLEC** **Benchmark for Nevada Bell (for all other systems) and GTE (all systems)** Standard - **(Benchmark level still to be resolved)**
Business Rules:	• Outage hours are obtained from outage reports • Any change requests for extended availability during the reporting period are added to the scheduled hours.
Notes:	

Performance Measurements
Report Requirements

Interfaces **Measure 43**

Title: Average Notification of Interface Outages

Area	***Requirement Description***
Description:	Measures the time it takes the ILEC to notify the CLEC of an outage of an interface.
Method of Calculation:	Sum((Date and time of Outage Notification to CLECs)-(Date and time of ILEC awareness of Interface Outage))/Total Number of Interface Outages
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	By interface type for all interfaces accessed by CLECs
Geographic Level:	Statewide
Measurable Standard:	**Benchmark for Nevada Bell, GTE and Sprint:** Standard – 97% in 15 minutes (Nevada Bell and Sprint) Standard - (GTE) **(Benchmark level still to be resolved)**
Business Rules:	
Notes:	• Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements
Report Requirements

Interfaces **Measure 44**

Title: Center Responsiveness

Area	*Requirement Description*
Description:	Measures the average time it takes the ILEC's work center to answer a call.
Method of Calculation:	Sum (Date and Time of Call answer - Date and Time of Call Receipt) / (Total calls answered by center))
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, and by ILEC (if analog applies)
Report By:	• ILEC Ordering Center • ILEC Repair Center
Geographic Level:	Statewide
Measurable Standard:	**Repair Centers** **Parity - Nevada Bell** **Benchmark - GTE, Sprint** Standard – average 20 seconds (GTE and Sprint) **Ordering Centers for Nevada Bell, GTE and Sprint:** **Benchmark** Standard – average 15 seconds (Nevada Bell) Standard – average 20 seconds (GTE and Sprint)
Business Rules:	
Notes:	• Measured by individual queue, if applicable, in each ILEC center.

REPORTING PROCESS

Performance reports will be made available to the CLECs and the Public Utilities Commission no later than July 15, 1999 (for the June report month). Any deviations in the initial implementation of the individual measures not identified in this section will be noticed by the ILEC to the Nevada PUC and the CLECs, no later than May 15, 1999.

Implementation Schedules:

Nevada Bell: *All measures will be implemented by June 1, 1999 except:*

- *Measures 5 and 6 - implemented no later than July 1, 1999*

GTE: *All measures will be implemented by June 1, 1999 except:*

- *Measures 28, 34, - implemented no later than November 1, 1999*
- *Measures 11, 14, 16,17 and 19-23 (Missed Reason Code only) -implemented no later than November 1, 1999*

Sprint: *All measures will be implemented by June 1, 1999 except:*

- *Measures 5 and 6 - implemented no later than September 1, 1999*
- Measure 38 - *directory listings and 911 updates that occur through the LSR process will be implemented no later than September 1,1999. The direct gateway update accuracy for 911 will be reported when Sprint moves 911 Database Management into its centralized database management systems.*

Subsequent performance reports will thereafter be provided by the fifteenth calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Positive reporting will be done for all measures, even those reported on an exception only basis.

When reporting begins on a new measure or for a new CLEC, the ILEC is only required to report results after a full calendar month of data is available.

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data. This analysis will detail the underlying causes contributing to the reported performance results. This analysis will be made available to the same recipients as the monthly performance report thirty days after the website publication of the monthly results.

Authorized users will have access to monthly reports through an interactive website[4]. Each CLEC will have access to its own data, aggregate CLEC data, and ILEC data. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC Affiliate data will not be included in CLEC aggregate data. (As is noted in the report

[4] Sprint will have its website available for reporting results no later than August 1, 1999. In the interim, Sprint will provide hard copies of all reports.

requirement section, availability of ILEC affiliate data for review by the CLEC will be determined by the Nevada PUC for Nevada Bell and GTE.)

In addition to the performance measure results themselves, the raw data supporting the results will be available to the CLECs and the Public Utilities Commission. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. Furthermore, data that relates to the ILEC's own performance would be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

SERVICE GROUP TYPE DISAGGREGATION

Type	Sprint	GTE	Nevada Bell
RESALE			
Residential POTS	X	X (incl. Res. ISDN BRI)	X
Business POTS	X	X (incl. Bus. ISDN BRI and PBX)	X
ISDN	X		
ISDN BRI			X
ISDN PRI			
CENTREX	X		X
PBX	X		X
PBX Analog			
PBX DID			
Specials (i.e., Designed Services)		X (incl. PRI)	
DDS	X		X
DS-1/ISDN PRI	X		X
DS-3	X		X
VGPL/DS0	X		X
UNBUNDLED NETWORK ELEMENTS			
UNE Loops			
Non-Designed	X	X	
UNE Loop 8dB weighted 2/4 wire analog basic/Coin			X *(incl. Analog PBX)*
Designed	X	X	
UNE Loop 5.5dB 2 or 4 wire analog assured			X
UNE Loop 2 wire Digital ISDN Capable			X
UNE Loop 2 wire Digital xDSL Capable			X
UNE Loop 4 wire Digital (1.544mbps Capable)/HDSL			X (incl. Digital PBX, HDSL)
UNE Loop PBX			
UNE Port			
Non-Designed	X	X	
UNE Port Analog (incl. PBX analog port)			X (incl. Coin)
UNE Port Coin			
Designed	X	X	
UNE Port Centrex			X
UNE Port ISDN BRI			X

SERVICE GROUP TYPE DISAGGREGATION

Type	Sprint	GTE	Nevada Bell
UNE Port ISDN PRI (including DS-1 line port)			X
UNE Port PBX DID			X
UNE Dedicated Transport	X	X	X
UNE Dedicated Transport DS-1			
UNE Dedicated Transport DS-3			
UNE PLATFORM			
UNE Platform (i.e., loop + port + transport			X
INTERCONNECTION			
Interconnection Trunks	X	X	X
PNP			
	X	X	X
PROJECTS			
Projects	X	X	X

Consensus on disaggregation is defined by the above matrix.

INTERCONNECTION TRUNKS will be included in measures: 2, 7, 8, 11, 12, 13, 14, 19, 20, 21, 23, 25, 27, 31, 32, 33, 34.

PNP is considered a facilities based service group type. PNP will be a level of disaggregation for the following measures: 2, 4, 9, 10, 15, 16, 19, 20, 21, 23.

PROJECTS are defined as follows:

- **NB:** POTS greater than 15 lines, for Specials greater than 6 lines, and UNE Loops greater than 20 loops.
- **GTE:** Res and Bus POTS greater than 20 lines, PBX, ISDN and CentraNet greater than 6 lines, UNE Loops greater than 16 loops.
- **Sprint:** All services - 20 lines or greater

Results for projects are being considered as a separate level of disaggregation for measurements 2, 7, and 8. For all other measures which have an SGT as a level of disaggregation, project results are included as part of the associated SGT.

- The current proposal being considered is the following:
    1. ILECs to study like sized projects, up to 50 lines, for CLEC/ILEC to determine if meaningful comparisons can be made. If this study shows that a meaningful comparison can be made, results for these types of projects will be reported for both ILECs and CLECs, and incentives applied as appropriate. ILECs have agreed to report this study, and study results are expected in April, 1999.
    2. If study results show that a meaningful comparison cannot be made, then the options are:
        - Report data, but no incentives apply.
        - Report no data on projects.

SERVICE ORDER TYPES

- **New Service Installations**
- **Service Migrations without Changes**
- **Service Migrations with Changes**
- **Move and Change activities**
- **Feature Changes**
- **Service Disconnects**

AUDITING

The Parties propose that an initial audit and certification process be performed to ensure that individual ILEC reporting procedures are sound and that data collection and reporting are timely, accurate and complete. Each ILEC shall submit its initial audit to the Commission, and distribute copies (which include only non-proprietary information) to parties on the Commission's service list in this proceeding.

The parties also support an annual comprehensive audit of the ILECs' reporting procedures and reportable data. This audit would be on behalf of all CLECs and would be performed by independent auditors. Each ILEC shall submit its annual comprehensive audit to the commission, and distribute copies (which include only non-proprietary information) to parties on the Commission's service list in this proceeding.

The cost of this annual audit would be shared between the CLECs and the audited ILEC.

In addition to an annual audit, the ILECs and CLECs agree that the CLECs would have the right to mini-audits of individual performance measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with the ILEC about the requested mini-audit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC would be limited to auditing five single measures during the year. The CLEC would pay for the mini-audit, including the ILEC's reasonable associated costs and expenses, unless the ILEC is found to be misreporting or misrepresenting data or to have non-compliant procedures, in which case, the ILEC would pay for the mini-audit, including the CLECs' reasonable associated costs and expenses. If, during a mini-audit of individual measures, more than 50% of the measures in a major service category are found to have flawed data or reporting problems, the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:

- Pre-Ordering
- Ordering
- Provisioning
- Maintenance
- Network Performance
- Billing
- Database Updates
- Collocation
- Interfaces

Each mini-audit shall be submitted to the Commission as a proprietary document subject to the applicable protection afforded by Nevada Administrative Code 703.527 through 703.5282.

There are still some open issues regarding the initial audit and certification process, the annual comprehensive audits and mini-audits.

REVIEW PROCEDURES

As experience is acquired under this Stipulation Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene in February, 2000 to review the effectiveness of and modifications to the performance measurements approved by the Commission in this proceeding. In the event the Parties cannot agree on any addition, deletion or modification, they will jointly submit such dispute for resolution by the Nevada PUC.

If, prior to the agreed-upon review date, there is consensus that one or more measures are not effective, the parties will schedule meetings to discuss modifying the measure(s) or process(es). If there is no consensus, any individual party seeking formal review by the Nevada PUC shall give notice to the other parties of its intent to do so. The party will also describe the action it intends to take and the reason(s) for its proposed actions.

DEFINITION OF TERMS

TERM	DEFINITION
Automatic Location Information (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.

DEFINITION OF TERMS

TERM	DEFINITION
Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.
Delayed Order	An order which has been completed after the scheduled due date and/or time
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
DS-0	Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered.
Firm Order Confirmation (FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
Installation	The activity performed to activate a service.
Installation Troubles	A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting the unavailability or access degradation of a system.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.

DEFINITION OF TERMS

TERM	DEFINITION
Lack of Facilities	A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.
Local Exchange Routing Guide (LERG)	A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IEC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IEC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IEC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).

DEFINITION OF TERMS

TERM	DEFINITION
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the Nevada PUC.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects:, syntax, which occur if required fields are not included in the LSR:, and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises Address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals;, their installation intervals are based on force available and workload. They may change as frequently as twice a day.

DEFINITION OF TERMS

TERM	DEFINITION
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Nevada Bell term)
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

NEVADA
PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ALI	Automatic Line Information (for 911/E911 systems)
AS	Affecting Service (type of trouble condition)
BDT	Billing Data Tape
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CARE	Customer Repair Center (GTE)
CBSS	Customer Billing Service System (GTE)
CESAR	Carrier Enhanced System for Access Request
CHC	Coordinated "Hot" Cut
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CORBA	Common Object Request Broker Architecture (Pre-ordering standard)
CPE	Customer Premises Equipment
CRIS	Customer Record Information System
CSB	Customer Service Bureau (NB retail repair center)
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DID	Direct Inward Dialing
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
FOC	Firm Order Confirmation
GTE	General Telephone Company
GTT	Global Title Translations
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
I, N, T, C, M	Service Order Types - I (install-GTE), N(new-NB), T(to or transfer-NB), C(change)and M(move-GTE)
IRES	Integrated Request Entry System (Sprint system)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide
LNP	Local (or Long Term) Number Portability
LOC	Local Operations Center (NB repair and coordination center for CLEC activity)

NEVADA
PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
LSC	Local Service Confirmation or Local Service Center (NB)
LSMS	Local Service Management System
LSR	Local Service Request
MAC	Missed Appointment Code
NDM	Network Data Mover
NB	Nevada Bell
NOMC	National Open Market Center (GTE)
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
PBX	Private Branch Exchange
PNP	Permanent Number Portability (same as LNP)
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
PUC	Public Utilities Commission
SBC	Southwestern Bell Corporation
SCP	Service Control Point
SGT	Service Group Type
SOE	Service Order Entry (Sprint system)
SORD	Service Order Retrieval and Distribution (NB service order creation system)
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TBCC	To Be Called Cut (NB)
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

MISSED APPOINTMENT CODES – NEVADA BELL
MAC – COMPANY REASONS

CO91	No Access to Terminal Or Protector
CO92	No Electrical Permit-Company
CO93	All Other Company Reasons (Tone Back)
CO94	Joint Marketing Contractor
CO95	Civil Unrest, No Access
CO96	National 800 database to Facilities
CO97	Malfunction of Mechanized Service Order Systems i.e. SORD, COSMOS, FACS, MARCH NBOD
CO98	NFWK Service Order Sent To Field and Due Date Missed
CO99	Missed Appointment Window - (System Failure)

COMPANY WORK LOAD

CL71	Installation-Force/Load Imbalance
CL72	Weather Conditions
CL73	Sanctioned Work Stoppage Against Nevada Bell
CL74	Emergency Conditions, Earthquakes, Floods
CL75	800 Service Center Work Load Imbalance
CL79	N/A

EQUIPMENT SUPPLY

CE81	Lack of Normally Ordered Facility Equipment or Supplies
CE82	Lack of Specially Ordered Facility Equipment or Supplies
CE83	Other Facility Equipment Problems

COMPANY FACILITIES

CF61	Lack of Outside Plant
CF62	Lack of C/O Facilities
CF63	BSW
CF64	Lack of Assignment
CS	Switching Error

MISSED APPOINTMENT CODES – NEVADA BELL
MAC – CUSTOMER REASONS

NO ACCESS	DESCRIPTION
SA01	None on Prem Left Notice
SA02	Agent/Mgr Not On Prem Left Notice
SA03	Denied Access To Term. On Cust. Prem Left Notice
SA04	Manager Refused Access Left Notice
SA05	Manager Had No Key Left Notice
SA06	Security Type Building
SA07	Unable to Locate Other Designated Party
SA08	Dog/Other Safety Hazard On Premises
SA09	No Response To Call Before Going Number (3 Or More Attempts Made)
SR20	Subscriber In Independent Company No Facility In Independent Company
SR21	No Pole
SR22	No Conduit
SR23	Conduit Plugged
SR24	inc. Full No Spares, Referred to Building Owner, No Authorization./Pre-Authorization to Repair
SR25	No Trench
SR26	Not Authorized To Sign Labor Receipt
SR27	Customer Requests Later Due Date From Tech.
SR28	Building Not Ready
SR29	Electric Power Not Available

CUSTOMER REQUESTS LATER DUE DATES

SL31	Customer Called Company before Tech. Arrived
SL32	Pre-Survey Contact Customer Requests Changing of Due Date

ALL OTHER CUSTOMER REASONS

SO41	Minor Daily Access
SO42	Customer Requested Additional Work
SO43	Customer Gave Wrong Address
SO44	Access Refused
SO45	Access Didn't Know Installation Locations
SO46	Mgr./Owner OK Needed For Exposed Wiring
SO47	Mgr./Owner OK Needed To Drill Hole
SO48	Customer Required To Pay Deposit
SO49	Missed Appointment Window- (Customer Gave Wrong Address)
SO50	Vendor Problem Regarding CPE Term Equipment Either Not Delivered/Installed or Removed

JEOPARDY
MISSED APPOINTMENT CODES – GTE

J - CODE	/ W - CODE	Description
50	00	System Default
51	01	Service Order Problems
52	02	Supplement Pending
53	03	Design Errors
54	04	Distribution Errors
60	10	Assignments
61	11	DORs
62	12	Work Orders
63	13	Installation Problem
71	21	Material Incorrect, Late, or Defective
74	24	Software Incorrect or Incomplete
75	25	Central Office or Field Not Ready/Installation Problems
80	30	OTC - Service Order Problems
81	31	OTC - Supplement Pending
82	32	OTC - IOF Assignment
83	33	OTC - Equipment Problems
84	34	OTC - Not Ready
90	40	Customer - Service Order Problems
91	41	Customer - Supplement Pending
92	42	Customer - No Access
93	43	Customer - Not Ready
94	44	Customer - No IC Response
96	46	Completed Not Reported
97	47	Control Company Not Ready
98	48	National / Local Emergencies
99	49	Customer - Other

The above applies to **SPECIAL SERVICES** only.
GTE does not have **"WHY MISS"** reason codes for retail. It is currently being developed.

DISPOSITION CODES

	NEVADA BELL		GTE
01	TERMINAL EQUIPMENT	04	NETWORK FACILITIES
02	COMMUNICATIONS EQUIPMENT	05	COIN/COINLESS
02	OTHER STATION EQUIPMENT	05	E911
02	TERMINAL EQUIPMENT	06	OUTSIDE PLANT
03	NETWORK TERMINATING FACILITIES	07	INTEROFFICE FACILITIES
04	OUTSIDE PLANT	09	SERVICE ORDER
05	CENTRAL OFFICE	10	RECORDS
06	CUSTOMER MISUSE	11	CARRIER (FIELD) OR CONCENCENTRATOR
07	TEST OK	12	CENTRAL OFFICE
08	FOUND OK - IN	13	TEST OKAY
09	FOUND OK – OUT	15	CAME CLEAR
10	REFERRED OUT	16	CUSTOMER
12	NON-TELCO PROVIDED	17	EXCLUDE
13	INTER-EXCHANGE CARRIER/INDEPENDENT COMPANY	18	REFERRED OUT
		19	CPE
	NEVADA BELL CAUSE CODES		
1	TELCO EMPLOYEE		
2	NON-EMPLOYEE		
3	PLANT OR EQUIPMENT		
4	WEATHER		
5	OTHER		
6	UNKNOWN		